



IN THE KNOW ABOUT H₂O

EDITION #2 – April 2020

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Beaumont-Cherry Valley Water District
(951) 845-9581 | BCVWD.ORG
560 Magnolia Avenue, Beaumont, CA 92223



Federal Government Awards BCVWD \$1.5 Million for Meter Improvements

Beaumont-Cherry Valley Water District (BCVWD) was awarded a **\$1.5 million WaterSMART Water and Energy Efficiency Grant** from the Bureau of Reclamation for its Advanced Meter Infrastructure (AMI) project.

“Beaumont-Cherry Valley Water District is honored to be chosen as a recipient for a WaterSMART Water and Energy Efficiency Grant,” said General Manager Dan Jagers. “Our entire community will benefit from metering upgrades, bringing the District increased efficiency and our customers real-time leak detection capability while saving water, electricity and reducing overall water cost to customers within our service area.”

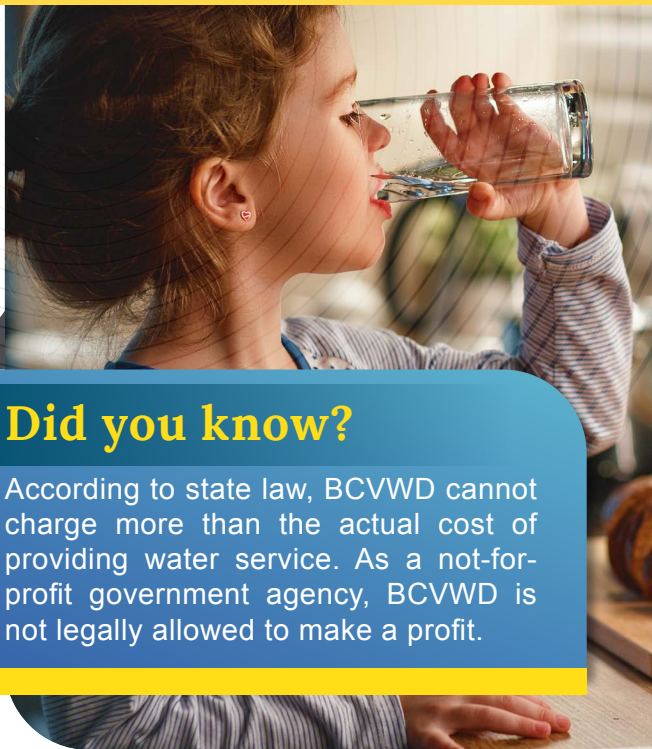
The project will reduce BCVWD’s reliance on imported water and offset local groundwater pumping. The meters will allow automated reads and improve water conservation by increasing system-wide leak detection effectiveness. BCVWD expects an annual water savings of up to 900 acre-feet by recovering losses currently caused by inaccurate metering and system and on-site leaks. Switching to AMI meters will also increase efficiency, improve customer service, reduce costs and decrease fuel and carbon dioxide emissions.

“We are proud of the District’s efforts to secure funding to support this important project,” said Board President John Covington. “Upgrading our meter system will have significant positive impacts for both residents and the District, saving time, money and resources. We are excited to move forward in implementing these updates.”



The project to complete the upgrade of the more than 19,000 in-ground meters across the District’s service area will be completed in three phases. The total cost of the project is \$5.7 million. BCVWD is working with the Bureau of Reclamation to develop a timeline for the project.

Learn more about BCVWD at bcvwd.org. Learn more about the WaterSMART Water and Energy Efficiency Grants at usbr.gov/watersmart.



Did you know?

According to state law, BCVWD cannot charge more than the actual cost of providing water service. As a not-for-profit government agency, BCVWD is not legally allowed to make a profit.



New Rates, New Look Coming to Customer Bills



BCVWD customers will see changes to their bills beginning with the March billing cycle, including new rates and charges and a more detailed, easier to understand layout.

All customers received a Notice of Public Hearing in mid-January which detailed how to participate in the rate setting process. BCVWD also held an informational community meeting February 20, 2020, where residents learned more about the proposed rate adjustments, asked questions and provided comments.



Customers will also see a change to the pass-through charges on their bill. Pass-through charges pay for the cost of imported water and energy needed to pump water. These costs are set by BCVWD's suppliers and are not controlled by the District. The cost to import water increased by 26 percent in 2019.

The bill's new design will feature details on fixed service charges, water usage, tiers and rates and pass-through charges.

BCVWD is committed to providing safe, reliable water in a cost-effective manner, while also protecting water resources and the public's health. For more information, including the full BCVWD Water Financial Plan and Utility Rate Study, visit bcvwd.org/water-rates.



Celebrate Bogart Park!

The Beaumont-Cherry Valley Recreation and Park District and BCVWD are excited to announce a re-dedication and ribbon cutting of Bogart Regional Park. The celebration is in honor of the collaboration between the two agencies and the Recreation District's newly obtained management of the park.



Located a few miles from the Noble Creek Community Center, the historic park boasts hundreds of acres of recreation area, including camping, equestrian trails, hiking, biking and much more.

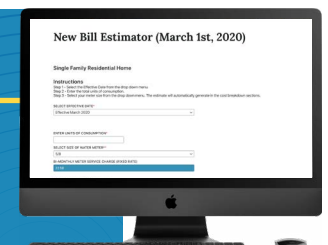
Stay tuned and check social media for a celebration date!



In February, following a public hearing, the Board of Directors approved new water rates and service charges, effective March 1, 2020. The decision came after a seven-month evaluation by an independent financial expert who studied current rate structures and cost of service. The study revealed the need for new rates and charges based on increasing operating, maintenance and capital replacement costs. This is the first rate adjustment since 2012.

How will this impact my bill?

Use the bill estimator tool online at bcvwd.org to estimate how the new rates and charges will impact your bill. BCVWD staff is also available to answer questions at info@bcvwd.org or 951-845-9581.





Customers can count on safe, reliable water

The coronavirus outbreak will not affect water service

The coronavirus (COVID-19) outbreak will not impact the community's water safety or delivery. Beaumont-Cherry Valley Water District (BCVWD) remains committed to its mission of providing safe, reliable water.

BCVWD follows all state and federal regulations and testing that keeps customer tap water safe to drink. There is no evidence that coronavirus transfers through drinking water. It transfers from person to person through respiratory droplets produced when an infected person coughs or sneezes.

If coronavirus ever was detected in the water, BCVWD's treatment process would remove the virus. The District pulls hundreds of water samples throughout the year to ensure treatment effectiveness and water safety. This includes daily and weekly samples to test for bacteria, contaminants and successful disinfection.

"The health and safety of the community and our employees is the District's top priority," said Director Andy Ramirez, on behalf of the Board of Directors. "We will continue to ensure safe water is available to our customers."

BCVWD is temporarily suspending water shutoffs due to nonpayment, as well as nonpayment fees, to help customers dealing with a loss or reduction of income during the coronavirus emergency. Customers who have fallen behind on water bills are encouraged to call BCVWD at (951) 845-9581 for information about how to set up a payment plan.

To protect the health of the community and employees, BCVWD's offices are temporarily closed to the public. However, as an essential service, operations remain open and the District will continue delivering water. **Customer service is still available by calling (951) 845-9581.**

"Our staff is on hand to answer questions, respond to emergencies and continue to provide outstanding service," said Vice President David Hoffman, on behalf of the Board of Directors.

BCVWD is closely monitoring the evolving public health situation and will provide updates at bcvwd.org as necessary. Ongoing local updates are available from the County of Riverside at www.rivcoph.org/coronavirus.

ALTERNATIVE WAYS TO PAY YOUR BILL



Online Payments – Go to bcvwd.org



Phone Payments – Call (951) 845-9581, option 3. Have your account number ready.



Drop Box – Located at 560 Magnolia Ave, Beaumont. Payments are picked up throughout the day, Monday – Thursday. Include your account number and check made out to Beaumont-Cherry Valley Water District.

You may be stuck at home, but you're not stuck indoors!

California's stay-at-home order is a great time to check for household leaks and focus on outdoor conservation. **Here are some ways to save water and money!**

Check for leaks – inside and out!



Check water heaters, dishwashers and refrigerators for condensation or puddling.



Make sure your sink, tub and shower faucets aren't dripping.



Look for wet, soggy grass or puddles that keep forming in the same areas outside.

Improve your outdoor conservation!



Adjust nozzle direction and reduce overspray to avoid watering sidewalks.



Clear clogs in sprinkler heads for better flow.



Adjust pressure as necessary to encourage proper water distribution.



Turn off sprinklers when it rains, is windy or cloudy.



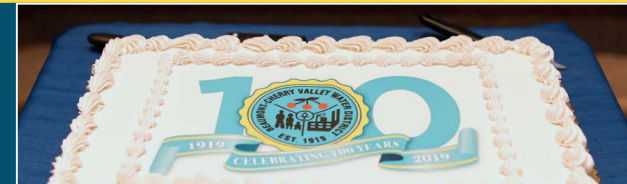
Update your landscaping! Plant native or drought tolerant plants.

Find more tips, including how to test your toilet and read your meter to check for leaks, in the Conservation Pocket Guide at bcvwd.org.



BCVWD Celebration Event Recognizes 100 Years of Service, Quality and Stewardship

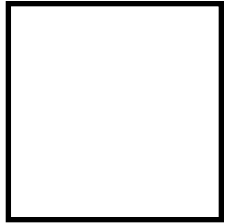
Community members, staff and Board members gathered to recognize BCVWD's 100-Year Anniversary at a celebration event on October 9, 2019. Participants enjoyed cake and the chance to learn more about the District.





Beaumont-Cherry Valley Water District

560 Magnolia Avenue
Beaumont, CA 92223



HOURS OF OPERATION & CONTACT

Monday – Thursday, 8 a.m. to 5 p.m.

(Closed on Friday)

Phone: (951) 845-9581

Email: info@bcvwd.org

Online: bcvwd.org

BOARD OF DIRECTORS

John Covington, **President** Division 4

David Hoffman, **Vice President** Division 3

Daniel Slawson, **Treasurer** Division 5

Lona Williams, **Secretary** Division 2

Andy Ramirez, **Director** Division 1

*Board meetings are open to the public and take place the
2nd Wednesday and 4th Thursday of each month.*

STAY UP TO DATE WITH BCVWD!



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Email: Sign up to receive email notifications at
bcvwd.org/email-notifications